



# Presentation to the County Welfare Directors Association of California

December 5, 2006



# Today's Agenda

- Introductions
- Accenture Overview
- Accenture Child Welfare System Overview
- Mobile Protective Services (MPS)
- Applied Technologies for Child Welfare
- Project Considerations
- Questions and Answers

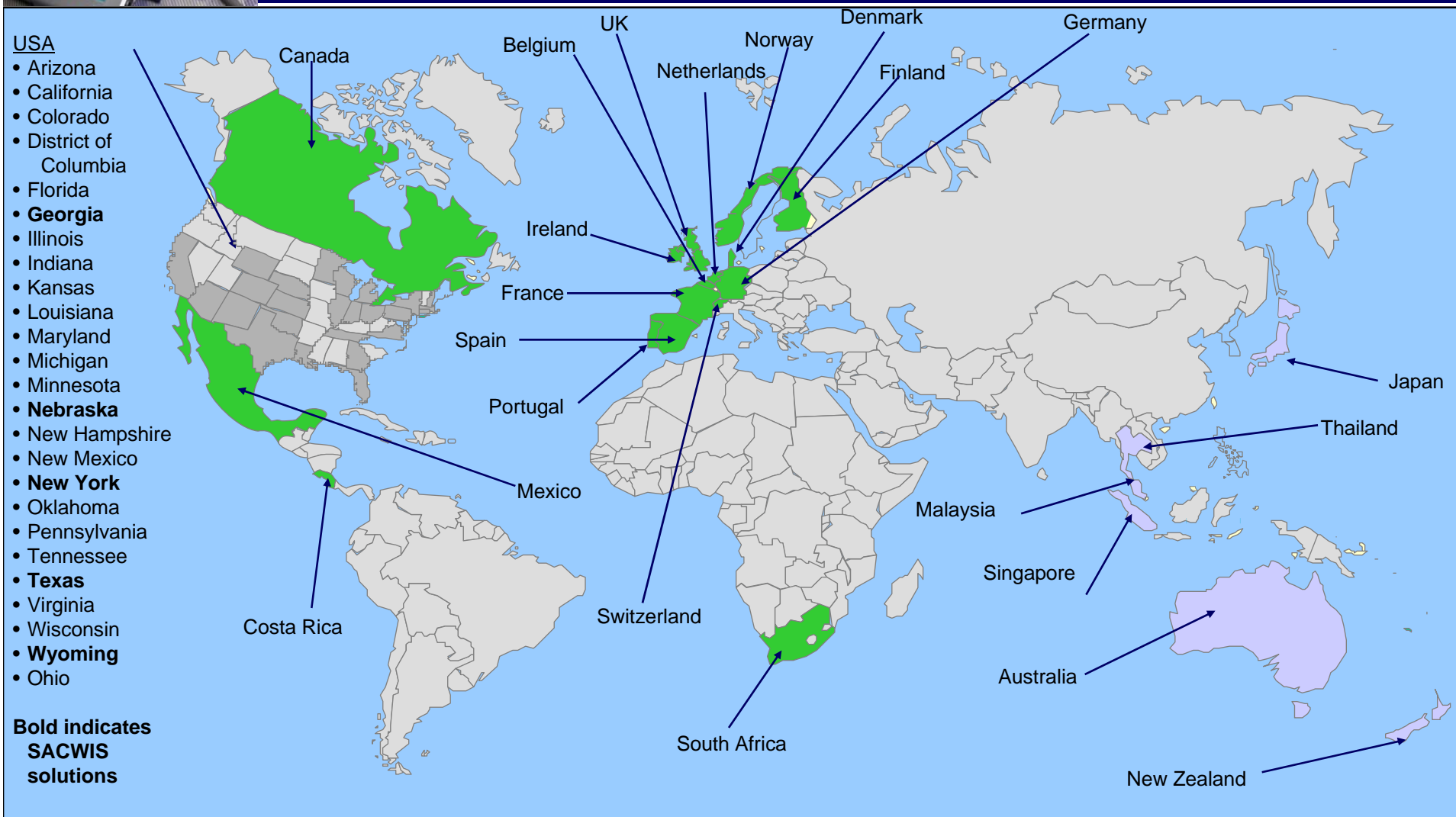


## Accenture Overview

# Accenture Overview



# Accenture is Committed to Health and Human Services



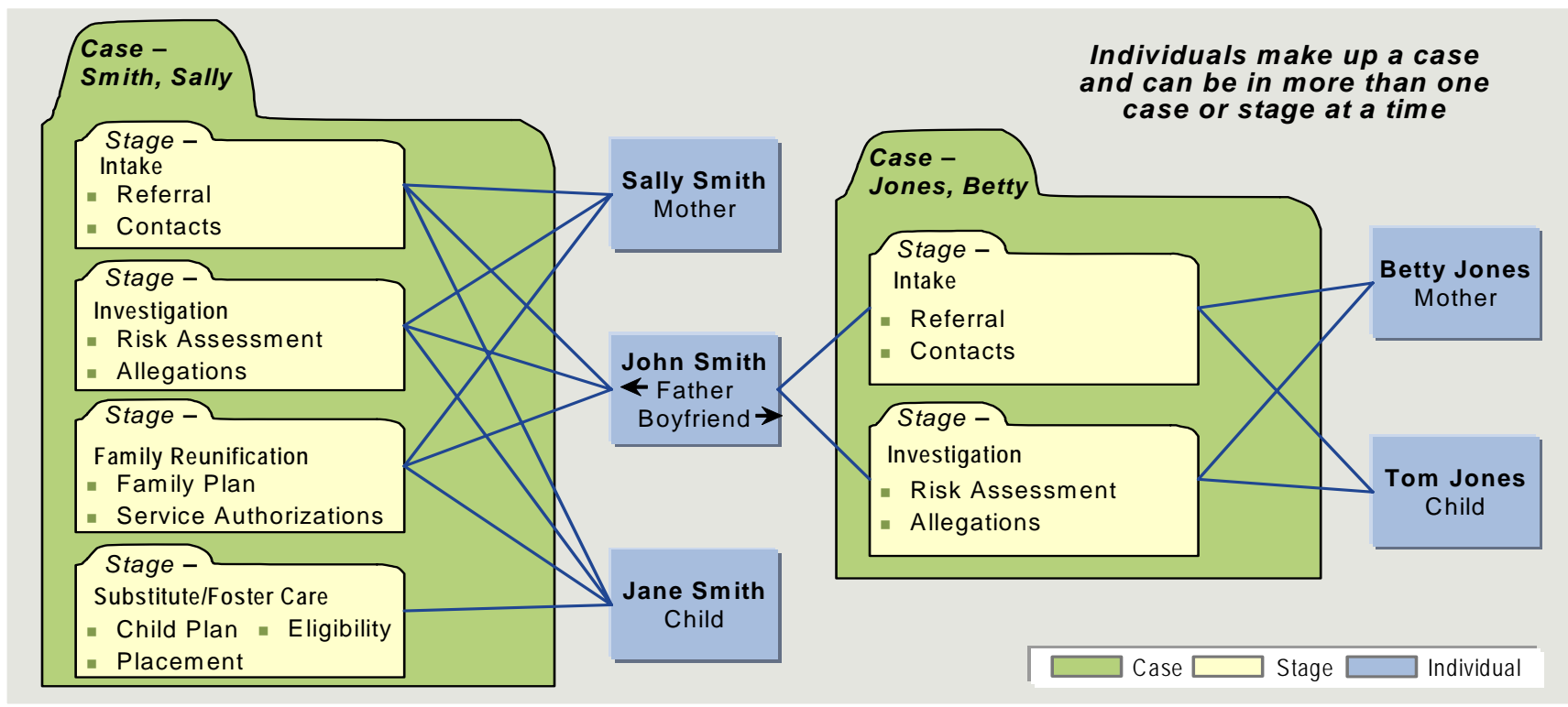


# The IMPACT Child Welfare Solution

- **IMPACT is the Texas SACWIS System.**
- **IMPACT is a web-based solution implemented in 2004.**
- **IMPACT provides both Child and Adult Protective Services**
- **A tablet PC based solution (MPS) was deployed last year**
- **IMPACT is currently being transferred to Georgia – renamed Georgia SHINES**
- **Georgia SHINES enters pilot use in December 2006**



# IMPACT Structure



GSAC 309

1. **Person** – IMPACT tracks at client level by unique person identifier
2. **Cases** – Clients make up a case (e.g. victim and alleged perpetrator)
3. **Stages** – Cases progress through “Stages”
4. **Events** – Activities that occur in a “Stage”



# IMPACT High Level Overview

## **Events / Lists**

- **Required Activities within each Stage**
- **Assignments**
- **Notifications**
- **Stage Opening/Closing**
- **Placements**
- **Legal Actions**
- **Assessments**

## **Ticklers/ Alerts**

- **Facilitate timely initiation/completion of Tasks**

## **On-line Help**

- **Set up by process**
- **Web Page descriptions**
- **Quick Reference Guides**
- **Searchable Help**





# IMPACT High Level Overview

## Primary functions of each Stage:

- **Intake** – Records reports of abuse and neglect and needs for services
- **Investigation** – Tracks activities related to investigations of abuse and neglect
- **Substitute/Foster Care** – Encompasses steps related to out-of-home placement
- **Family Substitute/Foster Care** – Allows completion of assessments, plans, evaluations, and service authorizations
- **Foster/Adoptive Home Development** – Records activities associated with supervising and approving foster and adoptive homes and licensed facilities
- **Family Reunification** – Tracks activities related to steps needed to safely reunite a family
- **Family Preservation** – Supports plans related to the family to prevent removal or plans related to the family after a child has returned home to ensure continued safety and well-being
- **Adoption** – Encompasses activities tied to the adoption process and adoption subsidy
- **Post Adoption** – Supports post-adoption subsidy





# IMPACT High Level Overview

- Intake
- Investigations
- Family Substitute Care
- Medical/Mental Assessments
- Administrative Reviews
- Service Authorizations, Service Delivery, and Service Plans
- Substitute Care
- Adoption Assistance (Post Adoption Development)
- Preparation for Adult Living
- Child Plan
- Placement
- Contacts and Summaries
- Family Preservation and Reunification
- Foster / Adoptive Homes
- Foster Care Assistance Certification
- Financial Authorizations and Payment Processing



# IMPACT Demo

# IMPACT DEMO



# IMPACT Features – Interfaces

- Title IV-A – Eligibility Integration
- Integrated Title IV-E eligibility determination
- Title IV-D – Child Support
- Comptroller of Public Accounts for provider payments
- Title XIX
- Department of Public Safety for Criminal History Check
- Department of Aging and Disability for Facility Investigations
- Office of Attorney General for foster care invoices
- Youth Commission (YC) / Juvenile Probation Commission for pre-bills
- Judicial System for Court Improvement Project
- Texas Education Agency for school district information
- Youth for Tomorrow for children in foster care
- Child Care Licensing for residential treatment facilities



# Mobile Protective Services Solution

## Mobile Protective Services (MPS) Overview



## New Resources Support Improved Client Services

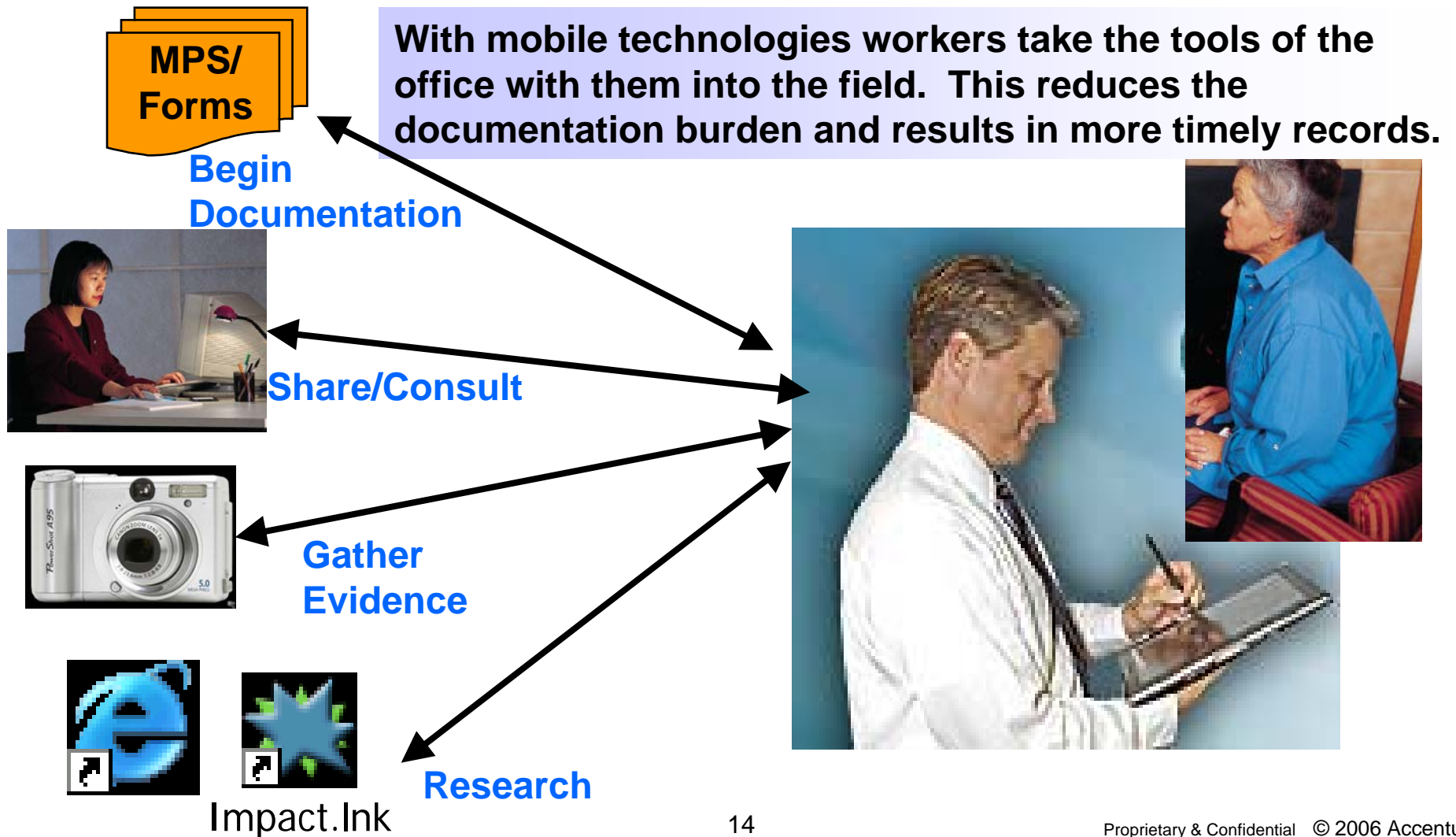


**Tablet PCs drive the next big change for casework – mobility.**

- **The boundary between field and office is eliminated; caseworkers have** access to information, resources and support from anywhere
- Client outcomes improve **through effective assessments, better decision making and documentation (example: sharing digital pictures from the field with supervisors)**
- Reduce the documentation **burden to achieve manageable workloads**
- **More** timely and accurate **supervisory and quality reviews because documentation is completed in real time closer to the time of contact**

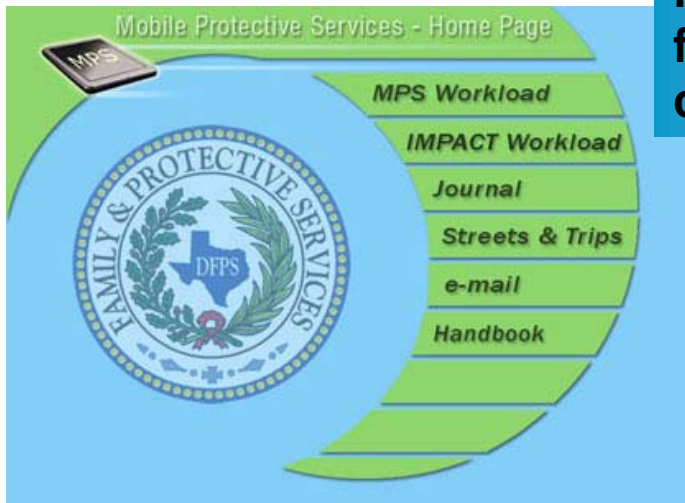


# Fieldwork of the Future: The Power of the Office in the Field





# Mobile Protective Services (MPS) Application



**MPS eliminates duplicate data entry by facilitating field documentation and synchronization to the case management system.**

- Synchronize data with Child Welfare system
- View Intake Reports
- Complete Risk Assessments and Narratives using handwriting & voice recognition
- Send & receive E-mail
- Plan daily routes and locate driving directions
- Work with Client Contact documentation (e.g., Add/Delete/Update)
- Access view-only lists (e.g., Allegations, Person, Address)
- Access the Resource Directory
- Complete the Case Summary
- Access current policy online
- Through wireless connectivity, mobile workers receive the benefits of system enhancements such as the 211 link





# Flexibility – 3 Usage Options

1



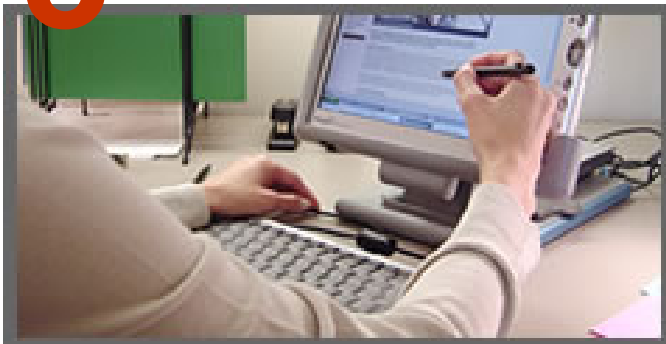
**Field**—Use as a replacement for pen and paper – notes can be converted to text or saved as searchable handwriting

2



**Field**—Connect a mobile keyboard for more intensive data entry when appropriate

3

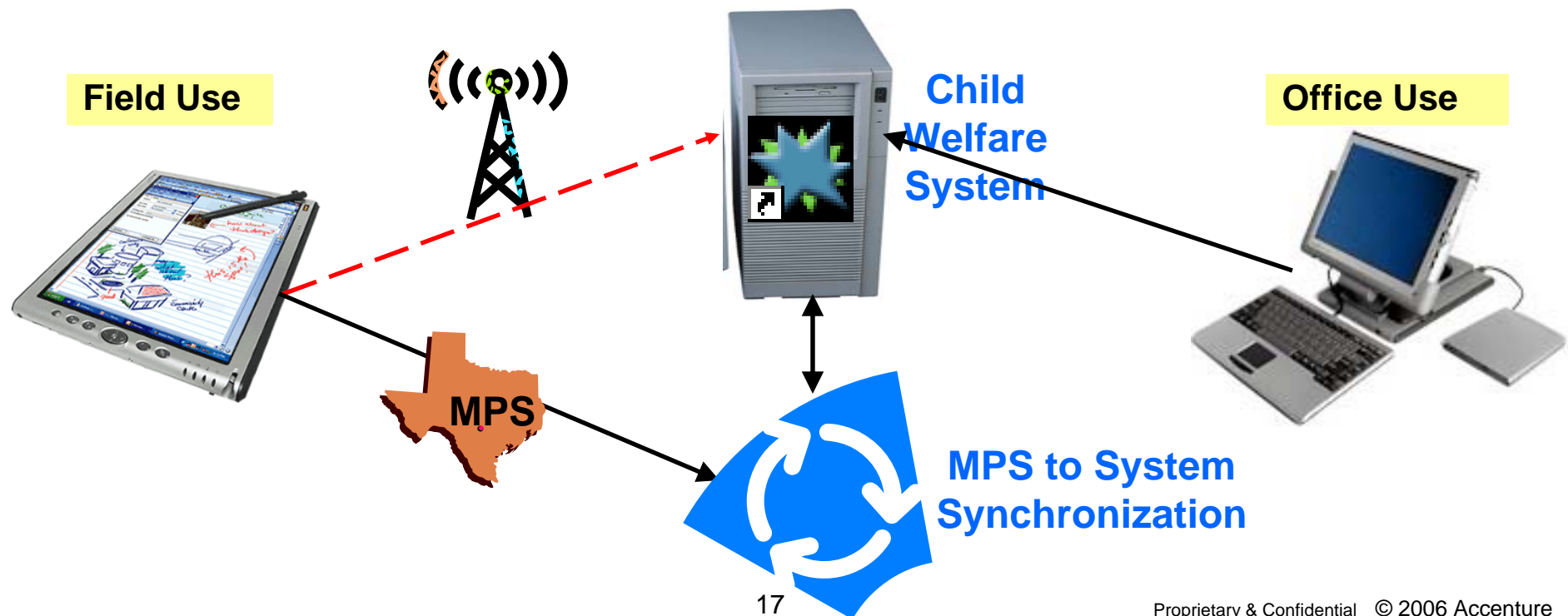


**Office**—Serve as an office computer by placing in a docking station and adding keyboard and mouse



# Wireless & Synchronization Technologies

Wireless allows workers to access applications from any location where a cellular connection is available. However, wireless is not always available, and **connections can drop, resulting in lost data**. Therefore **MPS** allows you to “check out” your information for the day and **synchronize your data**.





# Mobile Protective Services (MPS) Application

## MPS Demonstration



# Applying New Technologies



**Digital Pen**

and



**Multimedia Response  
Center**



# Project Considerations

- **Sponsorship and Governance**
- **Evaluation of Functional Alternatives**
- **Mechanism for flexible implementation of functional requirements**
- **Don't over-automate or over collect**
- **Change Management Approaches**



# Best Practices for Change Management

- **Freeze discretionary changes to programs and systems that are not related to the transition**
- **Create a Critical Path for transitions and make sure everyone involved understands it**
- **Create visible milestones at intervals that can be announced to stakeholders to denote progress**
- **Keep community organizations involved along the way**
- **Survey stakeholders and customers to understand their communication needs**
- **Establish a formal process to manage and control changes to policy, responsibilities, roles**



# Awards

## The IMPACT and MPS systems have received the following State and National awards

- **2006 Business Evolution Through Mobilizing Field Workers**  
*Computer Magazine Mobile and Wireless World*
- **2006 Laureate recipient for Best Application Serving the Public**  
*Center for Digital Government and Education*
- **2006 Excellence in Innovative Use of Technology in State Agencies**  
*Texas Association for State Systems of Computing and Communications (TASSCC)*
- **2005 Best Application Serving the Public**  
*Center for Digital Government: Best of Texas Award*
- **2004 Computerworld Honors Award**  
*Awarded to organizations using information technology to improve society*
- **2004 TASSCC Award**  
*Excellence Award for innovative use of technology*
- **2004 Center for Digital Government Award**  
*2nd place in the Government, Internal Application Achievement Awards category*





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